

244008

**From:** Jim Harper [<mailto:JHarper@harperimage.com>]

**Sent:** Wednesday, May 08, 2013 5:24 PM

**Subject:** RE Sewage Spills; Reply from City Councilman J Dervay; Re Oakley's, Tega Cay Water Service (Utilities,Inc) 5/7 email

**From:** John Dervay [<mailto:jdervay@comporium.net>]

**Sent:** Wednesday, May 08, 2013 4:55 PM

**To:** "<mailto:TGOakley@uiwater.com>"@comporium.net

**Cc:**

First of all, the \$1 million dollar investment was mostly dictated by SC-DHEC as the treatment plants had to be upgraded to comply with current standards. In fact, you were fined for not complying in a timely fashion. So you did not do this voluntarily. And the bottom line is that we rate payers paid for that cost...It was included in your rate increase accepted by the PSC. So you are being paid back for it.

While we may have been born at night, it wasn't last night!!

**From:** Tom G. Oakley [<mailto:TGOakley@uiwater.com>]

**Sent:** Tuesday, May 07, 2013 2:54 PM

**To:**

**Cc:** [georgesheppard@comporium.net](mailto:georgesheppard@comporium.net); Hipp, Dawn; [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov); [Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov); [CFunderburk@tegacaysc.gov](mailto:CFunderburk@tegacaysc.gov)

**Subject:** Tega Cay Water Service

Dear Tega Cay Water Service Customers,

My name is Tom Oakley and I am Chief of Staff for the CEO at Tega Cay Water Service. I am writing to you directly to let you know that we understand and share your concerns about the sewer overflows in our Tega Cay sewer system. We feel we have a responsibility to communicate directly with our customers, hence this letter. If you are not interested in receiving information directly from us going forward, please simply hit "Reply" and put "Do Not Contact" in the subject line.

First and most importantly, I want to be clear, we are going to figure out why we continue to have sewer overflows during significant rain events despite two years of work on this issue. Indeed, the system has been “tightened” up significantly, yet the situation seems to be getting worse. We are committed to stopping all sewer overflows as soon as possible, whatever it takes. We can understand how frustrated you, as homeowners, must be and we are putting all hands on deck to figure this out ASAP. We share your frustration and are committed to resolving the problem as soon as possible.

Secondly, I would like to tell you what we have been doing about this situation over the last two years –

- We have invested over \$1mm improving lift stations and the collection system.
- We have smoke-tested the drainage basin of Plant #2 looking for sources of infiltration. Rainwater infiltration is a major cause of sewer system overflows as rainwater can overwhelm the system.
- We have run a camera inside the majority of the Plant #2 sewer system to look for sources of inflow.

Thirdly, while the problems are clearly associated with rain events, we need to identify how this happening. Here is what else we are doing --

- We have a team of resources from around the country that are en route to Tega Cay. This includes several experts on this type of problem as well as manpower to walk the system and continue to look for sources of infiltration.
- We are bringing in all available camera trucks in the area to look for infiltration.
- We are dye testing the collection system and will be approaching the City to dye test areas of the storm water system in close proximity to the wastewater system. A harmless dye is introduced at various locations throughout the community to identify possible sources of infiltration.

- We are reviewing all changes in the area that could have potentially affected the collection system. These include things such as changes to storm drains or storm collection systems in the area, underground utility work, French drains, and any other underground structure.
- We have assigned a senior resource to this issue. Rick Durham, Regional Vice President, has been directed to focus exclusively on South Carolina and oversee these efforts, specifically. Rick is a water industry veteran and his experience and judgment will help move things ahead with the team and he will be personally responsible for determining solutions. Rick's regulatory experience includes serving as an advocate representing the interests of customers in matters that came before the utility commissions elsewhere. His degree is in Civil Engineering which gives him a full understanding of hydraulics in utility systems. Rick met on Friday in Columbia with our consulting engineer and received a full briefing on the current status. Rick is in Tega Cay today with the engineers and has invited members of both the DHEC and ORS staffs to join him for site visits and further discussions.
- The CEO has asked for a daily briefing on the status of resolving this problem until all overflows have been eliminated.
- We are, in parallel, identifying what can be done at the plant itself as a stop gap measure.

Lastly, we are asking for your help. Identifying the source of the infiltration is urgent and essential to resolve the problem. I would ask that you forward me any information regarding potential scenarios/changes outlined above of which you may be aware.

We are putting every resource necessary to work on resolving the situation in Tega Cay and want you to know it is an urgent priority for us. Should you have any system problems, let me encourage you to contact our customer service phone line (1-800-272-1919) since that is the fastest way to get resolution. However, Rick ([rjdurham@uiwater.com](mailto:rjdurham@uiwater.com)) and I are available to discuss any issues with you as well.

We appreciate your patience and look forward to closing this matter so that residents no longer need to be concerned and can enjoy your lovely community this summer.

Sincerely,

Tom Oakley

Chief of Staff

Office of the CEO